

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Telecommunications
Systems & Services**

Chapter Title:

Introduction

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POLICY

Performance of Services

The engineering, installation or modification and maintenance of state-owned or leased telecommunications systems is accomplished through the TD. Agencies must obtain TD approval prior to contracting for any of these services with an outside vendor.

The Department of General Services (DGS) mandated its Telecommunications Division to implement Government Code sections 14931 and 15250-15254. Government Code section 14931 authorizes the DGS to acquire, install, equip, maintain and operate new or existing communications systems and facilities.

Telecommunications Services

Government Code sections 15250-15254 authorize the DGS to direct the consolidation and joint use of telecommunications system resources used by state agencies. State agencies are required to utilize contracts issued by TD to obtain voice and data services, and the use of the state consolidated network for voice services is mandatory unless granted specific waiver by the Department of Information Technology (DOIT).

Providing telecommunications technology is expensive and it requires highly skilled, trained staff to manage and operate. A key factor to cost-effective implementation and use of this technology is the concept of economy of scale. The ability to spread the cost for purchase, operation and maintenance over a large base of users allows the state to develop, provide and expand services at the lowest overall cost.

Economy of scale allows the state to:

- Leverage its purchasing power as a single entity,
- Maximize the use of its infrastructure including equipment, support systems and trunks,
- Reduce redundant and duplicative networks, and
- Reduce staff requirements by centralizing oversight and management and utilizing existing dedicated staff.

Considering the above philosophy, the TD develops, implements and manages a variety of communications services that are designed to accommodate multiple state agency users. The TD refers to this manner of services as “consolidated”; the TD directly offers these services or provides them through contractual agreement with various vendors.

State agencies shall utilize consolidated services whenever and wherever available. If an agency's required telecommunications service is not currently provided by a TD contract or consolidated service, the agency must contact TD to obtain the service. If it is determined by TD to be economically and technically feasible to the state as a whole, the service will be provided in a consolidated manner. If TD determines that the functionality cannot feasibly be provided via a consolidated service, the TD may obtain the service on behalf of the agency or grant a project delegation authorizing the agency to obtain the requested service via other authorized procurement processes.

See *Chapter 0401.0* for information on delegation.

PRIVATE BRANCH EXCHANGE (PBX) AND HYBRID SYSTEMS

It is the general policy of the TD to *not* authorize the installation and configuration of a PBX or hybrid switch behind a consolidated CALDEX, Centrex or CentraNet system. This includes the installation of systems that duplicate features and services already offered by a consolidated arrangement such as ACD and voice mail respectively. A PBX, hybrid switch, stand-alone ACD and voice mail system:

- duplicate the consolidated system switch functions and increase service costs,
- increase the level of complexity for problem resolution,
- often create a conflict with dialing procedures, and
- increase the possibility of making certain enhanced features inaccessible after they are implemented on the primary switch.

CONSOLIDATED SERVICES

Telecommunications is an essential business enabler to state government. The state's telecommunications infrastructure should be leveraged to streamline business processes, enhance interagency and intergovernmental coordination and to rapidly deliver quality services to the People of California.

The following is a list of consolidated services that are addressed in more detail in the subsequent chapters.

TELECOMMUNICATIONS DIVISION SERVICES

- CALNET Long Distance Services: Switched and Dedicated access, CALNET Toll Free and CALNET Card,
- CALNET Data Services: Frame-Relay, Switched 56 KB and Dedicated,
- CALNET Fiber Services,
- CALNET Videoconferencing Services,
- CALDEX Services: Basic Line; Enhanced Business Service; Automatic Call Distribution (ACD); Management Information System (MIS); CompuCall; Uniform Call Distribution (UCD); Administrative Change Order System (ACORDS) and Voice mail,

- Radio and Microwave Services: Engineering: California Multiple Agency Radio System (CMARS); transmitter licensing; and installation, modification and maintenance: green phones and the 9-1-1 system,
- Consulting Services, and
- State Information and Directory Services.

CONTRACTED SERVICES

- Centrex and associated features (metropolitan locations Pacific Bell territory),
- CentraNet and associated features (metropolitan locations GTE territory),
- IntraLATA Message Toll Service (Pacific Bell and GTE territory),
- Voice Mail/ Interactive Voice Response (voice processing services from Pacific Bell and GTE),
- InterLATA private line data services (MCI Master Contract),
- IntraLATA ADN and T1 data services (Pacific Bell territory), and
- Payphone (TD Master Services Agreement).

The following is a list of non-exclusive contracts for non-consolidated services that are addressed in more detail in the subsequent chapters. These services are available for optional use by state agencies.

- State Calling Service (SCS) — Cellular, and
- Personal Communications Systems (PCS).

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.